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CHAPTER 2 - REFERRAL / INTAKE

200 RESIDENCY / ALIEN STATUS

200.1 Missouri Residency Requirements

- Pay state income taxes, or
- Maintain a domicile, or
- Be eligible to vote in Missouri
- No durational residency requirement

200.2 Immigration and Refugee Status

200.2.1 Immigrant

- According to U.S. Law, an immigrant is a foreign-born individual who has been admitted to reside permanently in the United States as a Lawful Permanent Resident (LPR). An immigrant may get admitted to permanently reside in the U.S. in one of three ways:
 - Family-sponsored immigration
 - Employment-sponsored immigration
 - Diversity visa lottery
- An undocumented immigrant is a person who is present in the United States without the permission of the U.S. government. Undocumented immigrants enter the U.S. either illegally, without being inspected by an immigration officer, or by using false documents; or legally, with a temporary visa, and then remain in the U.S. beyond the expiration date of the visa.
- A non-immigrant is an individual who is permitted to enter the U.S. for a period of limited duration. Non-immigrants include students, tourists, temporary workers, business executives, diplomats, artists, entertainers, and reporters.

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200.2.2 Naturalization

- A naturalized citizen is an immigrant who has obtained LPR status and has applied for and been granted U.S. citizenship through a process called naturalization. To qualify for naturalization, applicants must:
 - Reside in the U.S. for five years (three if married to a U.S. citizen) without having committed any serious crimes
 - Show they have paid their taxes, and are of “good moral character”
 - Demonstrate a knowledge of U.S. history and government
 - Demonstrate an ability to understand, speak, and write ordinary English

200.2.3 Refugees and Asylees

- A refugee is a person outside of the United States who seeks protection on the grounds that he/she fears persecution in his/her homeland.

200.3 INS Alien Classifications

- Immigrant Alien – Since the immigrant alien is admitted for permanent residency, the counselor should document appropriate registration.
- Non-Immigrant Alien - A temporary part time work permit should be interpreted as meeting the agency’s work requirements for eligibility.
- Illegal Aliens – These individuals are not eligible for VR services.

200.4 Best Case Practice

- The 2000 Census showed for the first time, every county in Missouri had non-American born people living in those counties. Therefore, this is an area counselors must address when considering opening a case and providing VR services.
- The Missouri Division of Vocational Rehabilitation (MDVR) may only provide services to individuals who meet the Missouri residency requirement, and are either a U.S. citizen or a legal alien.
- Legal aliens applying for services must present the counselor with “proper credentials” documenting their current registration with Immigration and Naturalization Service (INS), and that they have a permanent status and/or visa which do not prohibit work, before the case can be opened with VR.
- The counselor must obtain a copy of one of the following “proper credentials” documenting the individual can legally work in the U.S.:

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200.4 Best Case Practice (continued)

- **Green Cards** (Resident Alien Card, Alien Registration Receipt Card, and Form I-551 – all forms of documentation issued to an alien who has been granted permanent residence in the U.S., giving official immigration status).
- **Employment Authorization Document (EAD), or a work permit** for individuals who are not currently a citizen or lawful permanent resident, but may work in the U.S., and are seeking lawful permanent residency; such as refugees and asylees.
- The counselor should also inform individuals who are considered immigrants and/or legal aliens they may be asked by potential employers to provide other supporting documents/forms at the time of employment.
(<http://www.uscis.gov/files/form/i-9.pdf>, <http://www.refugee.org/>, www.jvskc.org)

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210 REFERRAL

210.1 Federal Regulations

- [34 CFR 361.37](#) – Information and Referral Programs
- [34 CFR 361.41](#) – Processing Referrals and Applications
- [34 CFR 361.5](#) – Definitions

210.2 Referral Sources

- Maintain a list of referral sources with counselors assigned in each office
- Provide regular contact, with continuous community education and feedback
- Cultivate new referral sources

210.3 Referral Process

- Follow the district office plan for handling client initiated referrals (call/walk-in) to ensure zero wait for all clients.
- Encourage clients at referral to bring all available medical, psychological, academic, IEP/diagnostic summary, and financial information to the initial interview.
- Contact clients with a reminder phone call the day before their appointment.
- Provide quality customer service and courtesy to all customers

210.4 Phone Referrals

- When an individual calls for an appointment, the district office will:
 - Enter referral information into MoRIS Customer Information.
 - Provide the individual with an appointment date and time suitable to their needs.
 - Mail MoRIS appointment confirmation letter to the individual within two working days, along with the following:
 - Application (if parent/guardian signature is required)
 - VR Questionnaire (client case record)
 - Health Questionnaire
 - *Vocational Rehabilitation in Missouri* brochure
 - *Transition Services* brochure (for transition referrals only)

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210.5 Walk-in Referrals

- If an individual walks in and requests an initial interview, the district office will:
 - Enter referral information into MoRIS Customer Information.
 - Provide an initial interview at that time, or
 - Schedule an appointment suitable to the client's needs.

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220 APPLICATION / INITIAL INTAKE

220.1 Federal Regulations

- [34 CFR 361.41](#) – Processing Referrals and Applications
- [34 CFR 361.5](#) – Definitions

220.2 Best Case Practice

220.2.1 Initial Interview

- During the interview the VR representative will:
 - Discuss successful employment as the goal of VR services
 - Determine with the individual and his/her representative their interest in Vocational Rehabilitation (VR)
 - Use the [Handbook of Disabilities](#) to help identify functional limitations and determine eligibility
 - Explore all disabilities to assist in identifying the major/minor disability(s) and priority category placement
 - Address/complete/provide the following:
 - Order of Selection Q & A
 - Eligibility
 - Selection of services and informed choice
 - District Office Resource List
 - Voter Registration
 - *You and Vocational Rehabilitation* brochure
 - *Client Assistance Program* brochure
 - *Transition Services* brochure for transition referrals
 - Financial need/application
 - Next step/plan of action

220.2.2 Processing the Referral

- The VR representative will complete the following with the client:
 - VR Questionnaire
 - Health Questionnaire
 - Application – client/guardian signature
 - Release of Information Forms – client/guardian signature

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220.2.3 Voter Registration

- The National Voter Registration Act requires our agency to assist persons with disabilities with the voter registration process by providing them with the opportunity to register, decline to register or to change their voter registration address.
- Counselors are responsible for ensuring applicants are offered the opportunity to register to vote, decline or make an address change to their current voter registration during the initial interview process.
- Complete the Voter Registration Card with the client and send in the completed cards to the appropriate County Clerk (election authority).
- If an applicant does not check either box or checks "no" and does not fill out the declination form, it will be assumed the applicant chooses not to register. If they elect not to register and choose not to sign, document the individual's name on the card, date stamp it and keep it as indicated below.
- Keep the declination cards filed by month in your files for twenty-four months. Each form (voter registration and declinations) should be date stamped below the postage area on the back of the card or the date hand written in this area.
- Additional information may be obtained through the Secretary of State's website: http://www.sos.mo.gov/elections/NVRA_ImplementationGuide.pdf.

220.2.4 Use of existing information

- Use existing diagnostic information to verify the disability/limitations
- If additional information is needed, authorize the appropriate examination(s)

220.2.5 Applicants receiving SSI-D/SSDI:

- No medical information is necessary to determine eligibility
- Verify proof of current benefit (award letter, check stub, ticket to work, or other written documentation)
- The case can be opened in MoRIS without the social security number, by using a unique number starting with 999. However, eligibility can not be determined without the social security number.

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220.2.6 Signed Application

- Client, parent (for clients under age 18), or guardian must sign the application and other required paperwork.
- The signed application must be received before the case can be entered into Status 02.
- The date the application is signed is the date the case will be placed in Status 02 and entered in the MoRIS Case Folder.

220.2.7 Initial Intake Report of Contact (RC)

- Complete initial intake RC in MoRIS Case Folder within 5 working days from the initial intake interview.
- If the case has not been opened in MoRIS, complete initial intake RC in MoRIS Customer Information.
- Initial Intake RC should be thorough and complete, providing a detailed account of the client's disability, limitations, and functional capacities; as well as relevant history regarding their medical, educational, social, and employment background. The intake RC should also identify why the client needs and is requesting VR services.

220.2.8 Extended Employment - Sheltered Workshop Referrals

- If an individual requests assistance with sheltered workshop placement and/or the VR counselor and client agree sheltered employment may be the most appropriate placement at this time, the VR counselor should do one of the following:
 - Refer the individual to the appropriate "Extended Employment Certification Specialist" who will certify the individual for sheltered workshop placement, OR
 - Certify the individual for sheltered employment
- If the counselor chooses to certify the individual for sheltered workshop, the following procedures should be followed:
 - Complete the [Workshop Certification Form](#)
 - E-mail the form as an attachment to the designated contact person at the Division of Sheltered Workshop

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230 REOPENING CASES

230.1 Federal Regulations

[34 CFR 361.5](#) – Definitions

230.2 Best Case Practice

- Cases may be re-opened at any time when any of the following have occurred:
 - The client needs comprehensive rehabilitation services
 - The disability has become more significant
 - A new disabling condition has developed
- Prior to re-opening a Status 26 case:
 - Counselors without plan approval should consult with the District Supervisor or Assistant Supervisor, and
 - Consideration should be given to providing services in Status 32 -Post-Employment

230.3 Procedure

- A counselor cannot close a case status 26 twice within the same federal fiscal year.
- If the counselor decides to provide services in Status 32- Post-Employment ([CSG 110.1.5](#)) rather than re-opening the closed case, the appropriate procedures should be followed.